

IMAC IT Subcommittee Meeting Minutes July 10th, 2003

Present: Debbie Bigler, Bill Blank, Bob Martin, Tony Sis, Sara Edmonds, Jayne Wanless, Luann Page, Mal Jones, Laurie Teubert, Ken Funck, Pam Kiern, Lynn Deschler, Jim Jones, Pam Waffle, Jeanne Brandl, Sridher Arumugham, Jill Jokela, Divya Nidhi

Via Phone: Diane Peterson, Janice Tripp, Kelly Reid

Housekeeping

- Remember, all minutes, agendas, etc. for the IMAC subcommittees are on the IMAC website, please share with staff. That site is: <http://www.imac.state.wi.us/>
- The minutes from the June 12th, 2003 meeting were approved.
- Jayne Wanless will be replacing Sara Edmonds on this committee.
- Minutes submitted by Laurie Teubert.

June CARES changes feedback

- Mini driver flows (change drivers): overall, positive feedback. There is a problem if a worker goes to ACCH and makes a change, and then trans (out of the driver) somewhere else, CUFV comes up blank. When this happens, the worker has to go back to ACCH and hit enter to get to CUFV to verify the new address.
- AFWG and the calculation of income for MA and other programs. There was a question regarding what to do when you want to enter 0 income and hours (ie: a person is laid off but will return, a temp agency where there is no assignment yet, a new job where you don't know the hours and income, etc). Workers need to enter a 0 in the override MA amount field on AFDE with a ? and hit enter. That will populate the other field with a 0 and ? and pend the case with \$0 budgeted. This will also be an item in the Call Center's RAQ.

Also as a reminder to workers, don't enter total monthly hours on AFDE, this is a per pay period field. There have been some errors where workers are entering monthly hours in this field and too much income is being budgeted for benefit calculations.

- Agencies have suggested that the MA application be updated since MA is self-declared, workers are converting income back so that they can make the appropriate entries on AFEI/AFWG. It is suggested in these cases that they use the MA override field.
- In July or August, enhancements will be made to these changes:
 - AFSQ will be added to the address change driver flow.
 - SFEX will be added to the person add driver flow.
 - Workers will be able to enter decimals in the hours field on AFDE (eg: working 32.5 hours/week).

Reminder that all of these changes are being done with the Department's 3 goals in mind:

1. Increase FS participation.
2. To increase payment accuracy in FS benefits (reduce the error rate). Wisconsin is being sanctioned 3.9 million dollars for FS errors, 1.9 of that has to be reinvested.
3. Decrease workloads for local agencies.

Automated Case Directory

- Ken Funck provided an update on the automated case directory. DWD is joining DHFS in creating this tool. An updated matrix was handed out of the options that will be available for using this which includes additional information for W2 and Child Care. Work has started on creating extracts for these reports. There will sample reports at next month's meeting (not containing real data). User support and training discussions will begin. It was mentioned that it would be nice if there could be a mass conversion to allow all workers in the state to have access to this new case directory rather than filling out DES 10s for all.

Auto Update of New Hires and UCB Enhancements

- Pam Kiern presented an overview on the projects to auto update new hire and enhance the UCB screen. There is a hand out that goes over this at a high level.

New Hire: currently, there are 2,500 matches/week

1. There will be a "find" FEIN function in CARES. When a client reports a new job, workers will be able to go in and find the FEIN for a new employer and enter it on AFEI which will eliminate new hire matches. They will also be able to trigger a verification request and/or form to send to the client to verify new employment through the DX process.
2. AFEI/AFWG will automatically update through the DX process on new hire matches sending out an employment verification letter and form. AFWG will be updated with a \$0 and Q? in the override MA and converted amounts field. This includes alerts to worker for information purposes or worker action needed.
3. Eliminate dispositions that require worker action of the disposition. There will still be matches to act on, but workers will not be required to do dispositions.
4. AGEV will be a new verification due screen that will quickly identify who has outstanding employment verification in a case, for which and employer and when it is due. This will be between EEVC and AGVC.
5. The new hire matching process is being refined so only valid matches will auto update and send out verification requests on cases. A new hire record will qualify for auto update only when there is no matching employment on AFEI for that individual and all of the following conditions are met:
 - A: 100% match on verified primary ssn (we will no longer match on alias ssns).
 - B: 100% match on DOB or if two of three data elements match: month day, year.
 - C: 100% match on last name or if hyphenated last name either name should match the information from DUI. This excludes special characters, prefixes and suffixes.

D: Individuals should be in an open, pending or closed case less than a calendar month.

E: The individual should have a valid participation status (other than XA, XC) in an open AG. The following AGs will not be auto updated: MA extensions, HS pregnant women and FPW. There will not be a match on these groups either.

If all conditions above are not met, the case will not auto update (we can't determine that this is a correct individual/match) and the worker will receive a match to act on instead. This will remain on DXDN.

If employment is on AFEI and the FEIN doesn't match, the first five characters of the employer will be compared from CARES to DUI. If they match, the FEIN will be updated for this employer and a new AFEI or DXDN screen will not be created.

The verification due and overdue alerts will still be generated and workers will have to enter a QV if employment verification is not received. We will not auto update AFEI/AFWG with QV code at this time. There will be an evaluation in future months to determine if it is necessary for CARES to auto update these new hire AFEI screens with QV to auto populate and close benefits where appropriate.

UCB Enhancements: Currently, there are about 12, 000 dispositions and alerts/month.

1. Eliminate dispositions that required worker action on the disposition.
2. DXSU is being created to summarize the UCB screens with a more accurate summary of UC benefits being received. It will be scheduled in the intake, review and person add driver flows. It can also be trained to using an SSN. This screen will replace DXQU and DXQB in the driver flow, however, you will still be able to access these screens using PF keys to/from DXSU.
3. DXSU will display responses for more than one person without the worker using a PF key, if there is a "more" present, the next person will be displayed when the worker hits enter. Only one record per week will be displayed on DXSU (the payment amount, child support intercept amount, etc. will all be displayed on one line).
4. Three alerts will be generated for all programs on ongoing case when:
 - UCB begins.
 - UCB is potentially ending.
 - When the new UCB amount will increase the income of the household to greater than 130% FPL.*When alerts are generated, the information will be stored on DXDU.

Food Stamp Participation Grant

- Jim Jones provided an update on a food stamp participation grant that Wisconsin will be receiving. Wisconsin has been awarded 1.7 million dollars out of 5 million dollars available for the country. It will be used to develop a web based screener, develop

a web based query and develop a web based application. Also, change reporting for clients through the internet will be explored.

Status of Workload Reduction Initiatives

- The group went through an updated list of these projects.
 - The 100 hour rule for two parent families for AFDC related MA will be eliminated when the governor signs the budget. There is an Ops Memo and CARES is ready to support this.
 - Food Stamps reduced reporting, the Ops Memo will be available shortly. Training is targeted for 9/03. Currently, a lot of Wisconsin's errors are from clients not reporting. This will waive some of these requirements for them to report, however, if changes are reported, workers must act on these changes. If a change is reported and the worker does not act and there is an error, it will be considered an agency preventable error.
 - The MA handbook will be online effective with the July, 2003 release. Initially, it will be on the web in PDF format. 4-5 months it will be more interactive as it is developed.

Change Center Matrix

- Milwaukee County's change center has been up and running since January, 2002, Dane County's since February, 2003. Washington County has a change center operating and Lacrosse, Outagamie and DHFS are all considering creating/using a change center. Because of this, IMAC has asked for a matrix to be completed using data from the existing change centers regarding start up costs, staff required, salaries, what types of things the change center does, etc. This matrix will be updated by Jim Jones.

Other Business

- There was discussion regarding training and communication of new initiatives like the reduced food stamp reporting requirements. Along with Ops Memos, BHCE is considering also making power point presentations available on the training site and for agency coordinators to share with their staff. There will be distance learning options explored. The group expressed interest in this. It was also suggested that in Operations Memos, the department include more examples when new initiatives are communicated.
- For costs savings measures, CARES access will be through Host on Demand (through the internet) in the future, this is expected to be by the end of 2003. There will no longer be an Attachmate/EXTRA session. There is a simple software download for this. There will be an Administrator's Memo regarding this and other issues regarding agencies being required to provide adequate internet access to staff.

Next Meeting: August 14, 2003
DHFS Building-1 West Wilson St.-Room #672